

SUPPORT SPECIALIST-LAW

DISTINGUISHING FEATURES

The fundamental reason the Support Specialist exists is to perform a variety of routine, entry level typing and clerical tasks of limited complexity that follows well-established procedures for one or more City programs. This classification is not supervisory. Work is performed under close supervision and typically reports to a department supervisor. The Support Specialist is distinguished from the Secretary position by the latter performing more average to difficult clerical assignments.

ESSENTIAL FUNCTIONS

Opens, sorts, and distributes incoming mail.

Acts as a receptionist, providing a variety of information to the general public either face-to-face or over a telephone.

Answers multiple telephone lines and directs inquiries to the appropriate staff member.

Prepares routine or standardized letters, memos, reports and correspondence.

Collates materials for distribution.

Tabulates general statistics and numbers.

Operates a keyboard to enter data or information into a personal computer (PC) to produce support materials used for publication or distribution in a timely manner.

Enters data or information into a personal computer (PC) in order to create, maintain and/or update records.

Prepares and maintains paper and computerized files.

Sorts and files material alphabetically, and numerically; retrieves filed materials.

Visually reviews and verifies materials for accuracy and completeness.

Operates a personal computer (PC) using a variety of software (i.e., word processing, data management, spreadsheet, e-mail and schedule software programs).

Provides support to staff members and is a team player.

Demonstrates respect for the customer. Listens and communicates effectively orally and in writing with all those encountered in the course of work.

Reproduces documents/materials on copy equipment and shreds materials as needed.

Operates a variety of standard office machines, including a personal computer (PC) or other keyboard device, telephone, fax, 10-key, calculator, shredding machine, photocopy machine, etc.

Orders office supplies; receives new office supplies and checks order against invoice; carries and lifts various office supplies weighing up to 20 pounds.

Maintains regular consistent attendance and punctuality.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

General office practices and procedures.

Proper business English, grammar, spelling, punctuation, and arithmetic.

Standard office equipment operation.

Microsoft Office Software including Word and Excel.

Ability to:

Coordinate visual and muscular dexterity to enter data or information into a terminal, personal computer (PC), or other keyboard device.

Type/key 35 wpm (words per minute) net on a daily routine basis.

Operate a variety of standard office equipment including a personal computer (PC), terminal, photocopy machine, fax machine, telephone, typewriter, calculator, shredding machine and 10-key requiring continuous and repetitive arm, hand and eye movement.

Bend and stoop occasionally to maintain files and filing systems.

Sit for extended periods of time; lift and carry various office supplies weighing up to twenty pounds.

Communicate verbally to respond to spoken requests over the phone or in person.

Perform simple arithmetic computations.

Readily learn assigned tasks.

Comprehend and make inferences from written material and/or verbal or written instructions.

Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of assigned tasks.

Move light objects weighing less than 20 pounds, such as mail, supplies, and files short distances.

Education & Experience

Requires graduation from high school or a GED and six months experience performing general clerical duties, including some typing, and word processing experience. Requires the skill and knowledge to operate a personal computer (PC) to enter data. Must type 35 wpm (words per minute) net.

A valid Arizona driver's license with no major driving citations in the last 39 months is required for all driving positions.

FLSA Status: Non-exempt

HR Ordinance Status: Classified